

Médecins Sans Frontières (MSF) UK

Complaints Policy

MSF-UK views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Ownership and Governance

This Policy is endorsed by the management Team of MSF-UK on 15 September 2015.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at MSF-UK knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is a legitimate or constructive expression of dissatisfaction about any aspect of MSF-UK.

Where Complaints Come From

Complaints may come from any member of the public. A complaint can be received by phone, by email or in writing to the MSF London Office using the contact details on the MSF-UK website.

This policy does not cover complaints from MSF-UK employees, who should refer to MSF-UK's Grievance policy which is incorporated in the Employee Handbook.

Complaints will be referred internally as follows:

- Complaints about MSF-UK publications, website, press releases etc. as well as MSF operations will be directed to the Head of Communications
- Complaints about MSF-UK's fundraising activities to the Head of Fundraising
- All other complaints to the Company Secretary

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.